

<b>INCIDENT CREATED DATE</b>	<b>INCIDENT USER BUILDING</b>	<b>INCIDENT SUMMARY</b>	<b>INCIDENT DESCRIPTION</b>
08/04/2013	Grampian - Aberdeen - Nelson Street	BWV error not allowing access to log out and use cameras.	Body worn video cameras and software do not appear to be working and states NullPointerException.
11/04/2013	Grampian - Aberdeen - Whinhill	Issue with video manager	The Video manager is showing error at Whinhill Police Office. "It says cannot download footage. One or more file spaces broken."
17/04/2013	Grampian - Aberdeenshire - Banchory	BWV - EDESIX does not record sound.	BWV located at Banchory Police Office, B Div does not record sound. This has been taken out of circulation and remains next to the cradle in the Banchory Office. Requires repair or replacement.
17/04/2013	Grampian - Moray - Forres	unable to delete video from	When XXXXX is trying to delete video files from the video manager, this is the body worn camera software. Trying to delete the video from today 17/04/2013 time: 1501 hrs. Showing the following message: the application received the following error assertion error, shows a flashing warning. box at the bottom, background deletion thread error
18/04/2013	Grampian - Aberdeen - Queen Street	Malfunction with BWV Cameras within MSU Office	Malfunction with the Body Worn Video System within the MSU Office at Queen Street, Aberdeen. A number of cameras have remained on (recording) and cannot be switched off.
21/04/2013	Grampian - Aberdeen - Seaton	Body Worn Video Unit unable to connect.	Body Worn Video Unit appears to be 'disconnected'. Officer's report being unable to connect to Video Manager application within Seaton Police Office, Aberdeen. All cables checked and appear in order and connected properly, no obvious sign of damage.
24/04/2013	Grampian - Aberdeen - Seaton	body worn kit	re body worn kit. Has been transferred, but doesn't have the correct access to " video manager". needs this access to be able to train other officers
01/05/2013	Grampian - Aberdeenshire - Ballater	Video Manager	User is unable to log into the Video Manager. Password needs reset
03/05/2013	Grampian - Aberdeen - Mastrick	BWV Cameras showing errors	All BWV cameras at Mastrick Police Office, Aberdeen are faulty. They are displaying 'one or more file spaces are broken, cannot download footage'. This is a repeat problem with these cameras.
04/05/2013	Grampian - Aberdeen - Windmill Brae	Unserviceable BWV - Whinhill Police Office, 'A' Division.	The BWV cameras at Whinhill Police Office, 'A' Division are unserviceable and are displaying the following fault: Problem with File Space. There is a problem with one of the configured File Spaces.
03/06/2013	Grampian - Aberdeen - Queen Street	BodyWornV Camera not operating correctly	BWV Camera has been found by officers to be recording audio at all times, even when not activated to record.
05/06/2013	Grampian - Aberdeen - Queen Street - Ground Floor	BWV cameras from station in AVRU office,	As reported, unable to allocate BWV cameras from station in AVRU office, ground floor, Queen Street, Aberdeen.
01/07/2013	Grampian - Aberdeenshire - Peterhead	Problem with Video Manager application	I cannot get the ' Video Manager' programme (for BWCs) to work. On clicking on the icon the following error message is displayed - "There was an unexpected error during the service initialisation. Unable to load this folder - is another application using it? Please contact your Support team for more info - Error initialising application data directory"
11/07/2013	Grampian	Access to various folders etc.	Unable to log onto ' Video application Tried collar number and 'password' to no avail. Unable to add LPT Folders Aberdeenshire, Ellon and District, Aberdeenshire Mid Formartine and Aberdeenshire - Turriff to my outlook Bar or even access them.
18/07/2013	Grampian - Aberdeen - Queen Street	My Manager (BWV Camera Software) Not Operating Correctly	The software for booking out Body Worn Video cameras is not operating correctly. Manager starts up but then stops at a loading bar. Different users have attempted it and it has been tried after powering cycling the machine.
21/07/2013	Grampian - Aberdeen	Fault with BWV Software	2nd occasion that Body Worn Video software is not working and not allowing officers to 'log out' a camera. Could someone re-visit the office to repair same. Would appreciate clarity as to what the problem is and whether this is likely to be a recurring problem requiring. EDESIX to address same.
29/07/2013	Grampian - Aberdeen - Whinhill	BWC error	Body Worn Cameras are showing 'unknown' and cannot be assigned. One is showing in use but is in the docking station and cannot be returned or assigned.
17/08/2013	Grampian - Aberdeenshire - Ballater	video manager	There appears to be a fault with the video manager on the desktop. It is not allowing officers to assign the Body worn cameras to themselves.
23/08/2013	Grampian - Aberdeenshire - Ellon	Body worn camera software	Body worn camera software isn't loading on this computer ( ). User only gets a please wait message but nothing ever happens. User has tried rebooting
17/09/2013	Grampian	Broken BWV system	The Body Worm Video camera system at the Tillydrone Office will not work.

21/09/2013	Grampian - Aberdeenshire - Banff	BWV Application failing to load on	The Body Worn Video application failing to load therefore officers are unable to use them. Can this be made a priority?
24/09/2013	Grampian - Aberdeen - Kittybrewster	BWV System not working.	Body worn video located within muster room at Nelson Street, is not working. When video manager is launched it states that there was an unexpected error during the service initialisation and displays - Error: Error initialising application data directory
27/09/2013	Grampian - Aberdeenshire - Huntly	Faulty BWV	Body Worn Video cameras appear to be locked and are not being recognised by the software. Various faults being displayed including 'Unable to connect to the Video manager. The service does not appear to be running' and occasionally when I have managed to get logged on it suggests the camera file storage is broken.
07/10/2013	Grampian	User reporting a problem with the video manager which won't start	User reporting a problem with the video manager application which won't start. Just getting a message "please wait" This officer is based within the new office at Rosemount, Aberdeen.
14/11/2013	Grampian - Aberdeen - Queen Street	BWV computer not allowing access to booking out field	The Body worn video computer in the city centre Sergeants office at Queen street is not working. After logging on the BWV application shows that it is searching but it stays like that for hours without ever entering the booking out field. This is the third time this has happened in the last few months and we cannot issue BWV to officers. Command have requested to have this rectified prior to weekend Policing commencing at 2200 hours 15/11/2013.
17/11/2013	Grampian - Aberdeen - Whinhill	Body Worn Video problem	Problem with body worn cameras in that they are showing as unknown on the system even though they are present in the dock and fully installed, other cameras still show as logged out to Officers after they have been returned.
27/11/2013	Grampian - Moray - Keith	Video Manager is not responding.	Application Video Manager is not responding. Application is not loading the 'please wait' message is being displayed in the bottom right side and seems to hang. User has rebooted the terminal several times, fault still present.
05/12/2013	Grampian - Aberdeen - Queen Street - Ground Floor	Body Worn Cameras PC	video manager is not responding, showing as 'please wait'. It is therefore impossible to use the terminal which is used for the Body Worn Cameras
14/12/2013	Grampian - Aberdeenshire - Inverurie	Application not working	The application which is used for the issuing and recording of the Body Worn Video cameras cannot be opened. The icon is on the screen still, but it does not open automatically as usual on initial start-up and cannot be manually opened either. This is an officer safety issue as we cannot issue BWV cameras until this is fixed.
16/12/2013	Grampian - Aberdeen - Queen Street - Ground Floor	BWC software	Body Worn Camera's software is not loading up so unable to sign out cameras or view footage, PC is ict012073. User has not rebooted due to note on PC, he has performed a reset from the login screen but this has not helped. User has not rebooted due to note on PC, he has performed a reset from the login screen but this has not helped.
19/12/2013	Grampian - Aberdeenshire - Banff	video manager failed to load	Video Manager failing to load. Attempt to run software but it remains at the initialising stage and does not allow access details to be added
22/12/2013	Grampian - Aberdeen - Queen Street	video manager not starting up	Body worn camera - when attempting to open ' video manager' the program sits on start up and doesn't progress any further.
20/01/2014	Grampian - Aberdeen - Danestone	Vide manager start up problem - Danestone	video manager at Danetsone on machine is failing to start up properly and therefore we cannot issue any body worn videos. Can this be looked at?
23/01/2014	Grampian - Aberdeenshire - Banff	BWV system not working	The Body Worn Video system is not working at Banff Office. When you try and open the ' Video Manager' software a starting up screen appears with the message please wait but nothing else happens. In addition a 'USB device not recognised' message appears and the BVW is the only device connected via USB to the computer. This means that we cannot use the BWV meantime.
30/01/2014	Grampian - Aberdeen - Manor Park	Video not working	Video Manager for Body Worn Video is not working. It doesn't start up and just comes up with the progress bar.
05/02/2014	Nigg	Body Worn Video	body worn cameras not allowing user to login
09/02/2014	Grampian - Aberdeen - Queen Street - Ground Floor	Problem with BWV in Sergeant's office at Queen Street	The Body Worn Video programme is not loading up in the Sergeant's office at Queen Street. Earlier in the evening, about 6 of the cameras were showing an error message similar to they weren't allocated to that workboard. I need footage from camera and not sure if it downloaded properly.

17/02/2014	Grampian	Video not working	The BWV system within the Office is not working and is unable to log on and shows the progress bar.
22/02/2014	Grampian	Defective BWV Camera	I am unsure if you deal with Body Worn Cameras, but have sent this query to you in the first instance. BWV is defective. .
23/02/2014	Grampian	BWV charge base fault	The Video Manager application is not opening so we are unable to utilise Body Worn Video. The BWV cameras on the charge base to not appear to be charging or downloading as they should.
27/02/2014	Grampian - Aberdeen - Seaton	Non-functioning body warn camera system	The edesix body warn camera system is not working. It does not allow a user to sign out a camera and when a camera is placed back into the download/charging doc, a message appears on the computer connected to the system stating that new hardware has been found and only a system group administrator can log in to deal with the issue. As such, no body warn cameras can currently be used within the Seaton Community Policing Team in Aberdeen.
28/02/2014	Grampian - Aberdeenshire - Banff	Issue with BWV at Banff	We appear to have issues with a couple of Body Worn Videos at Banff. I have tried shutting down the computer and disconnecting the appropriate cable without any success. Units are currently assigned to officers. When they are placed back in the docking station the devices will not reassign and we are now unable to issue them to other officers. Also when they are placed back in the docking station, it shows that the computer has found new hardware but I do not have administrator access to do anything further. They do not appear to be charging either as only one green light is flashing and not the normal two.
01/03/2014	Grampian	Defective BWV Base Unit	The base unit for our Body Worn Video system seems to be defective. The camera units are not charging properly and some are not registering when placed on the unit. No one camera is affected - it affects various cameras at different times.
17/03/2014	Grampian	BWV camera needs driver reinstalled	BWV camera 201116 is not syncing. We had similar problems a couple of weeks ago which was sorted by remote access as the driver on the BWV need reinstalled and I do not have sufficient authority to do that.
17/03/2014	Grampian - Moray - Lossiemouth	video manager	video manager application at Lossiemouth Police Office has stopped working. As such, Officers are unable to use body worn video cameras.
19/03/2014	Grampian - Aberdeen - Danestone	BWV application log on issues	The BWV software is not allowing users to log on. It normally logs itself on when a user logs on to the terminal. At the moment it is coming up with a logon screen with the user as Recorder Admin. When trying to put in a shoulder no and network logon it is not accepting this. None of the BWV can be used due to this.
28/03/2014	Grampian - Aberdeenshire - Ballater	Urgent remote fix to BWV kit in Ballater	Body Worn Camera software is locked to 'administrator' only at Ballater Police Office. Police have evidence to download and cannot do this due to locked log on. Can this be accessed today and amended as the evidence is required today 28/03/2014.
31/03/2014	Grampian - Aberdeen - Manor Park	Missing Incident from Video manager	My colleague recorded evidence via his Body Worn Video on 15/02/2014. The camera was downloaded and an incident created in order to save the required footage. This footage was later viewed by myself via the Video Manager at the Office. It appears there are no incidents for any Officers at Manor Park from 26/01/2014 to 06/03/2014.
17/04/2014	Grampian - Moray - Lossiemouth	Video Manager Application	The Video Manager Application will not start. Officers not able to use Body Worn CCTV due to this. There was a power cut on the evening of 16/04/2014 which may be the issue
18/04/2014	Grampian - Moray - Elgin	Body Worn Camera	Video Manager isn't loading "Cannot connect to service". User has tried rebooting
23/04/2014	Grampian	BWV	I need to speak to someone about possible footage on BWV, that does not appear to download.
24/04/2014	Grampian	BWV Camera	2 BWV cameras at Mastrick are showing as 'Unknown' and won't reboot.
05/05/2014	Mastrick	body worn cameras	Body worn video cameras are showing as in use by off duty officers. They are all docked in the docking station. Therefore, they cannot be issued to on duty staff
21/05/2014	Nigg	body worn cameras	I am trying to allocate a Body Worn Camera to myself for use this evening. It's coming up with various problems in relation to being frozen and unable to assign a camera to me.
21/05/2014	Aboyne	Mounting bracket broken, and battery not holding charge on Body Worn Video	Mounting bracket broken, and battery not holding charge on Body Worn Video
06/06/2014	Forres Police Office	Body worn camera's, fault	Body worn camera's. video managers comes up. error: unexpected error, unable to access, as another program is accessing it.

11/06/2014	Peterhead	external hard drive for the BWV will not stop beeping every couple of minutes	The external hard drive for the BWV will not stop beeping every couple of minutes.
12/06/2014	Lossiemouth Police Office	Body Worn CCTV Inoperable.	Body Worn CCTV Inoperable. (The BWVC system opens, but any other function is inoperable. The power light remains unlit on the hard drive and the camera identity is showing as 'unknown'. A power down and power up has been tried without effect.)
27/06/2014	Viewpark	Body Camera Software Fault.	User unable to access MyWitness Video Manager
03/07/2014	Glenrothes Police Office	Video Manager icon is not opening	Video Manager icon is not opening or responding.
26/07/2014	Aberdeen Police Office	Video Manager	Video Manager body worn camera's now working. There are two separate stations linked to two different computers. both within the Sergeant's Office on the ground floor at Queen Street.
07/08/2014	Forres Police Office	Body worn camera issues	Body worn cameras are not operating at the Forres Police Office
16/08/2014	Whinhill	Body Worn video camera	Body Worn video camera is showing "in use" despite having been returned to the docking station.
19/08/2014	Seaton	unable to view a body worn video file	Trying to view a body worn video file. On looking through the application it would appear this video can no longer be viewed due to an error or the video being deleted.
25/08/2014	Aberdeen Airport	Body Worn Video system not loading.	Body Worn Video system is not loading. Message pop up stating "Unable to connect to the Video Manager service. The service does not appear to be running."
31/08/2014	Huntly Police Office	Body worn video system displaying error	Body Worn Video system showing server connection error when opening on PC
31/08/2014	Torry Police Station	Body Worn Camera fault message on start up	Body Worn Camera fault message on start up and not allowing to run programme
03/09/2014	Seaton	Body worn Video	Body Worn Video is currently not burning to disc
04/09/2014	Aberdeen Airport	unable to view footage	Unable to view footage obtained on Body Worn Video (BWV). This includes recently obtained footage
11/09/2014	Queen Street	Body worn cameras	The body worn cameras attached to the below terminal are inoperable.
11/09/2014	Torry Police Station	BWV cameras.	video manager not working. Unable to log out the BWV cameras.
12/09/2014	Bucksburn Police Office	Body worn cameras	The body worn cameras attached to the below terminal are inoperable. Any attempt to open the '' application is met with an error message that it can't connect to the server.
19/09/2014	Tillydrone	Body Worn Camera unit has two faulty docking ports on a 7 docking system	Body Worn Camera unit has two faulty docking ports on a 7 docking system
24/09/2014	Seaton	Body Worn Video computer	The Body Worn Video computer at Seaton Police Office is not working, the computer is switching on, but is not letting anyone log on and is not booting up
09/10/2014	Banff Police Office	Bodyworn Camera File needs downloaded	Needs downloaded but unable to allocate? 1 camera will not allow upload states 'Admin only'
13/10/2014	Torry Police Station	Body Worn Video	Log on and normally have the ability to book out a camera however the status is showing as 'unknown'. Able to view old footage but unable to log any cameras out
13/10/2014	Nigg	PC slow response	Computers within the Sergeant's Office at Nigg, Aberdeen, are unreasonably slow making using more than one application at a time unmanageable.
16/10/2014	City Centre	Body worn video software not working	Body worn video software not working
22/10/2014	Torry Police Station	BWV system has a fault - Flashes red / warnings	BWV system has a fault, in the bottom right of the system it flashes red advising of 5 warnings and that it is frozen with a stop sign. It will not allow units to be assigned.
05/11/2014	Huntly Police Office	Body Worn Video system is not working	The Body Worn Video system is not working
08/11/2014	Tillydrone	Computer with BWV cameras does not boot up	Computer with BWV cameras does not boot up. Sticks on initial HP page. Attempted reboot, same outcome.
21/11/2014	Queen Street	The Bodyworn Video Unit	The Bodyworn Video Unit Charger base is failing to connect with server. No cameras can be issued meantime.
21/11/2014	Queen Street	Body worn video system	I still have no access to the main bodyworn video system located within the Sergeants Office Ground floor, Queen Street, Aberdeen. My log in details will not allow me access to the BWV system. I also require supervisory permissions for the system.
26/11/2014	Cults Academy	Video Manager	Bits
01/12/2014	Mastrick	body worn camera	body worn camera (based at Queen Str) the bracket at the rear has been broken and now in 2 Bits

10/12/2014	Nigg	cant access Scope from this pc. security certificate message	Computer was replaced yesterday due to hard drive fault. Scope will not function on replacement due to issues with security certificate. This also flashed up on some other applications like this one however I can click past these.
17/12/2014	Aberdeen City	External hard drive for the body worn video cameras is not being recognised	External hard drive for the body worn video cameras is not being recognised by the software, leading to there being no available storage and the cameras are unable to function.
27/12/2014	Torry Police Station	Body Worn Camera faulty	The Body Worn Video Camera battery length has reached a level which is unworkable
30/12/2014	Seaton	Body Worn Video PC	The Body Worn Video computer at Seaton Police Office, Aberdeen is not working. A message comes on the screen saying "Input Signal Out of Range."
07/01/2015	Fochabers Police Office	video camera unit at Fochabers is failing to recognise body worn camera	The body worn video camera unit at Fochabers is failing to recognise body worn camera XXXXXX and preventing this device from being used by Officers
11/01/2015	Bucksburn Police Office	Body Worn Camera XXXXX is not working	Body Worn Camera xxxxx is not working. When looking for the fault, it states the camera has not carried out a footage quality assessment.
13/01/2015	Aboyne	Body Worn Video	Body Worn Video - Both cameras at Aboyne serial nos XXXXX and XXXXXX and one at Ballater serial no XXXXXX are not operating correctly. All three of these appear to charge however on removal from the charging cables they display all green lights (3), beep repeatedly before apparently switching off
13/01/2015	Stonehaven Police Office	The Body Worn Video system	The Body Worn Video system which allows the BWV Cameras to be logged out to Officers is not working. It does not allow anyone to log into the system and when attempts are made to do so, a message is displayed stating the service is unavailable.
30/01/2015	Lossiemouth Police Office	Body Worn Camera's not working	camera's that have been used will not reconnect back to the base and still show in use by. The other cameras when you do log one out only last an hour or two, they don't seem to be charging fully. The ones that have been returned the lights won't come on when you return them to the base or they will and then go off again.
03/02/2015	Seaton	Cannot burn body worn video footage	Cannot burn body worn video footage
22/02/2015	Banchory	Body worn video fault	Body Worn Video PC is not working - not starting up and cannot get logged on.
01/03/2015	Bucksburn Police Office	Docking station for body worn cameras	docking station for body worn cameras not working. Does not charge the cameras. Also cameras xxxxxxxx & xxxxxxxx not working
01/03/2015	Huntly Police Office	The BWV system at Huntly appears to have several faults	The BWV system at Huntly appears to have several faults.. I have reset unit, reset individual units and the problems stil exist. Cameras not showing up, not working, constantly showing as signed out etc.
16/03/2015	Torry Police Station	Body Worn Cameras are not working	Body Worn Cameras are not working. Computer does not seem to read the cameras and are unable to log them out
17/03/2015	Stonehaven Police Office	BWV Video camera not registering	BWV Video camera number Stonehaven is not registering when it is put back on it's docking station.
18/03/2015	Torry Police Station	BWV account access	When logging onto my own BWV account I am unable to review historical recordings.
25/03/2015	Mastrick	BWC issue	In relation to the Body Worn Cameras, the cameras which are logged out are not being reconised when they are returned to the charging port.
09/04/2015	Queen Street	The Body Worn Video is presently not working	The Body Worn Video is presently not working. Once the operator logs on, a message comes up as follows, "connected to local service, please wait...". Nothing happens.
13/04/2015	Stonehaven Police Office	The Body Worn Video system	The Body Worn Video system which allows the BWV Cameras to be logged out to Officers is not working. It does not allow anyone to log into the system and when attempts are made to do so, a message is displayed stating the service is unavailable.
29/04/2015	Banff Police Office	Cannot get logged back on BWV computer after updates.	Cannot get logged back on BWV computer after updates.
03/05/2015	Torry Police Station	Body Worn Camera system	Body Worn Camera system not working
06/05/2015	Manor Park	body worn video cameras	None of the body worn video cameras in the office function.
15/05/2015	Inverurie Police Office	Body worn Cameras	Body Worn Camera docking station appears not to be down loading resulting in officers not being able to take out cameras
24/05/2015	Kittybrewster Police Office	Body Worn Video System not checking out or assigning cameras following recent IT shutdown	Body Worn Video System not checking out or assigning cameras following recent IT shutdown

26/05/2015	Whinhill	Unable to access Body Worn camera system.	When opening application the following message is displayed 'error during service installation, unable to lock this folder. Is another application using it..please contact support team for more information...error initialising data directory error log' see attachment
27/05/2015	Queen Street	body worn video	There are 2 sets of Body Worn Video linked to the computers within the City Centre Sgt's Office at Queen St, Aberdeen. One of them had been u/s for a couple of weeks now.
04/06/2015	Dalmarnock	Mobile body camera issues	Users reporting issues when connecting mobile body camera units to server in order to download footage.
09/06/2015	Banff Police Office	BWV system	BWV system at Banff Police Office is out of order
12/06/2015	Aberdeen Airport	Video Manager - cannot connect to network.	User reporting an issue with the PC XXXXXX used to download the video footage from body cameras. The application Video Manager is showing cannot connect to network, which means cameras cannot be allocated to an Officer. Other applications are launching however extremely slow. Aberdeen Airport
25/06/2015	Banchory	BWV	BWV (XXXXX video manager). The computer is XXXX XXXX XXXX.
30/06/2015	Nelson Street	BWV Station within the Road Policing Muster Room at Nelson Street	The BWV Station within the Road Policing Muster Room at Nelson Street Police Office is not working correctly. When I try to open up the application in order to allocate a BWV I get the message - Application Error - There was an unexected error during the service initialisation. Unable to lock this folder - is another application using it? Please contact your support team for more information. Error initialising application data directory.
03/07/2015	Bucksburn Police Office	Body Worn Camera	Body Worn Camera, serial number XXXXX at Bucksburn Police Station, Aberdeen, is not connecting to the dock or charging
03/07/2015	Whinhill	body worn video system is not functioning	The body worn video system is not functioning. The service does not appear to be running." Attempted to remove and connect cables, however has not fixed the issue
06/07/2015	Ballater Police Office	cant access viseo manager	the video manager application on the computer below does not work, it fails to connect.
12/07/2015	Fraserburgh Police Office	Klickfast connector on Body Worn Camera Serial Number XXXXXX	Klickfast connector on Body Worn Camera Serial Number XXXXXX, which allows it to be connected and carried on body armour has broken.
12/07/2015	Banff Police Office	Body Worn video not working at Banff Office	Body Worn video not working at Banff Office - Following message appears" Unable to connect to the Video Manager service. The service does not appear to be running." I have tried switching off the computer and unplugging the unit without success.
13/07/2015	Queen Street	BMV	BWV facility not operational and camera units not working.
16/07/2015	Manor Park	Unable to log in to sign out the body cameras	Unable to log in to sign out the body cameras. Upon logging on, it is not possible to enter a shoulder number, only default operator is displayed.
30/07/2015	Torry Police Station	BWV unable to download footage	BWV system does not allow us to return the device and as such the footage is not being able to be downloaded.
31/07/2015	Ballater Police Office	The video manager application on the computer below does not work, it fails to connect.	The video manager application on the computer below does not work, it fails to connect.
01/08/2015	Mastrick	Body worn cameras not working	Two cameras at the Mastrick Body Worn Video Camera Terminal are not functioning. They do not register when docked and show as being in use by an officer
03/08/2015	Torry Police Station	No footage from camera	BWV will not allow return of cameras again and as such no footage is being downloaded.
10/08/2015	Kirkintilloch Police Office	Body Camera Issue	User advising he is unable to book out any of the x7 Body camera's at his office
18/08/2015	Inverurie Police Office	Body Worn Video	The body worn video software is displaying the following fault - "Cannot download - One or more file spaces are broken. The cameras still work, but due to this issue it is not possible to allocate a device to an officer.
18/08/2015	Nelson Street	Body worn software will not open correctly	The Body Worn Video Manager Software installed on Computer NEL-BWV-21219ST on Room F45 at Nelson Street, Aberdeen will not open correctly and displays the error "cannot connect to the system". As a result staff cannot use the body worn video cameras.
23/08/2015	Kittybrewster Police Office	Body Worn Cameras	Body Worn Cameras, when trying to log in the following message is received; 'Unable to connect to XXXXXX Service. This service does not appear to be running.
23/08/2015	Whinhill	Body worn camera system	The body worn camera system isn't working at Whinhill Police Office. It throws up an error when you go to log onto the system.
24/08/2015	Banff Police Office	BWV cameras	We are unable to access BWV cameras.
04/09/2015	Seaton	Body Worn Video	The computer in the Seaton Office which houses the Body Worn Video is not allowing for any cameras to be assigned. All options are greyed out.

08/09/2015	Nelson Street	Body Worn Video Software	Body Worn Video Software on the computer will not allow devices to be signed out. It opens but the assign device button is greyed out.
18/09/2015	Rosemount (Aberdeen)	Bodyworn CCTV	Body worn CCTV system could not be logged on, therefore Body worn CCTV cameras cannot be issued to Police Officers.
19/09/2015	Manor Park	Body Worn Camera Fault	The Body worn video system is not working at our station. Due to a fault, the application is not a running.
01/10/2015	Banff Police Office	Body Worn Video at Banff is not working	Body Worn Video at Banff is not working. Following error message is received "Unable to connect to the Video Manager service. The service does not appear to be running"
04/10/2015	Queen Street	body worn video camera system works intermittently	The body worn video camera system works intermittently and often won't allow the user to sign out a video camera.
08/10/2015	Fochabers Police Office	Body worn video not working	Body Worn Videos at Fochabers not working. video manager when selected displays message "Application Error. There was an unexpected error during the service initialisation. Unable to lock folder - is another application using it?". Unable to bypass this message and assign one of our two body worn video cameras.
09/10/2015	Fraserburgh Police Office	Body Worn Cameras PC appears to be faulty	The base unit used to house the Body Worn Cameras appears to be faulty as when you return a BWC it does not download the footage. Furthermore, several cameras that are returned to the base unit, still show on the computer screen that they are logged out to an officer when they are being charged.
10/10/2015	Lossiemouth Police Office	Body Worn video system not working	Body Worn video system not working - showing service not running
14/10/2015	Rosemount (Aberdeen)	Body Worn Camera terminal	Issue with Body Worn Video Computer Terminal in office. Officers unable to log out any of the units.
16/10/2015	Manor Park	Body Worn Video	Body Worn Video not logging on
19/10/2015	Mastrick	Body Worn Video Camera system	The Body Worn Video Camera system will not connect with the server, meaning cameras cannot be logged.
23/10/2015	Queen Street	three docking stations for Body Worn Video Badges	Queen Street Police Office has three docking stations for Body Worn Video Badges (or Body Worn Video Cameras) in an office on the ground floor. The system is not recognising some of the cameras and footage is failing to download.
24/10/2015	Rosemount (Aberdeen)	Body Worn Video application has stopped working	Body Worn Video application has stopped working. Unable to log onto system.
02/11/2015	Torry Police Station	Unable to log out of camera BWC.	The BWV is not allowing camera's to be logged out.
09/11/2015	Fochabers Police Office	BWV camera	xxxxxx computer at the front desk in Fochabers is currently having issues with the BWV camera unit and cameras cannot be released.
09/11/2015	Banff Police Office	Sergeants office in Banff, SID	The main computer in the Sergeants office in Banff, does not permit you from viewing one of the main applications, SID. When I attempt to log into this, a Run Diagnostics tab comes up on the screen. There is no issue with SID on any other computer. Also, the Body Worn Video software is locked up and won't let you open it up to log cameras out.
10/11/2015	Whinhill	Body Worn Camera PC	Body Worn Camera PC is locked by the user Can this been unlocked - Users have been advised not to power off
11/11/2015	Banff Police Office	Body worn video	My personal video (body worm cameras) not logging on. Error: Unable to log on.
11/11/2015	Inverurie Police Office	Body Worn Videos - clips have snapped off	Body Worn Videos - I have 3 BWV where the clip attachment to the body armour has been snapped off therefore they are not usable.
12/11/2015	Bucksburn Police Office	BWC system is failing to connect to server	The Body worn CCTV camera system is failing connect to server therefore you cannot log any in/out
16/11/2015	Manor Park	Body Worn Video xxxxxx Manor Park Police Office	Body Worn Video xxxxxx Manor Park Police Office. User states error cannot download one or more files spaces are broken
25/11/2015	Nelson Street	Body Worn Video	The BWV (Body Worn Video) station located within the Road Policing muster room at Nelson Street is not working. When you log into the application, you cannot select or allocate any of the camera's and it says, "Cannot download. One or More file spaces are broken."
28/11/2015	Manor Park	Body Worn Camera	Body Worn Cameras are not working. System is not allowing you to log in.
29/11/2015	Inverurie Police Office	Video manager is displaying an error	The Video manager is displaying an error message and then shutting itself down.
03/12/2015	Rosemount (Aberdeen)	BWM	Video Manager is again not loading/connecting in order to log out BWV cameras.
05/12/2015	Elgin Police Office	Body worn camera charging base	Charging base for body worn camera. 2nd one is working. (user needs to alternate around

07/12/2015	Manor Park	Body worn cameras fault	The computer terminal which is linked to the Body Worn Camera unit is having issues. It is continually rebooting and not allowing anyone to log on.
12/12/2015	Tillydrone	BWV Unit	Body Worn Video unit not recognising camera's. Unable to assign camera to user or download footage. Camera's which are not already allocated are 'unknown' on the system.
13/12/2015	Peterhead Police Office	Docking station fault	One of the docking stations for the BWV for some unknown reason will not connect to the system when the cameras are placed back in. I have tried pulling the relevant cable out and switching the computer off but nothing seems to work.
14/12/2015	Rosemount (Aberdeen)	BWV application	The body worn camera software application ' ' will open up on the associated terminal but it will not permit users to assign cameras.
14/12/2015	Banff Police Office	Body worn camera not connecting	Body worn video application will not connect when trying to log out cameras.
22/12/2015	Stonehaven Police Office	xxxxxxx BWV system is not recognising any BWV cameras	The BWV system is not recognising any BWV cameras which renders the system unusable. Footage cannot be downloaded and the cameras cannot be allocated to officers.
27/12/2015	Bucksburn Police Office	Body Worn Camera - EDESIX 203425 - Not Charging	Body Worn Camera EDESIX 203425 which is allocated to Bucksburn LPT is not connecting with the port unit, not charging and we are unable to allocate it.
30/12/2015	Elgin Police Office	BWC cannot be signed out not holding charge.	There are a number of issues with Body Worn Video Cameras in Elgin that are preventing all units being used. Some cannot be signed out to Officers and one is not holding charge.
02/01/2016	Queen Street	The body worn camera system is faulty again	The body worn camera system is faulty again and is showing 'Cannot download. One or more files spaces are broken
05/01/2016	Lossiemouth Police Office	BWVC system inoperable. All cameras showing as unknown status	BWVC system inoperable. All cameras showing as unknown status and unable to book cameras out for use
12/01/2016	Aboyne	BWV at is not working again	The BWV at is not working again, on previous occasions the suggestion was to switch the NAS drive off/on but we can't get access to this, it is in a glass cabinet in the public office.
13/01/2016	Elgin Police Office	Body worn camera (XXXXXX) has the click fsat clip broken from it and is unusable	Body worn camera (XXXXXX) has the click fsat clip broken from it and is unusable. Body worn camera (XXXXXX) is not connecting to the docking station. Currently logged out to a user and unusable by any other user.
14/01/2016	Huntly Police Office	BWV not connecting to the server	BWV not connecting to the server
18/01/2016	Fochabers Police Office	body worn video camera unit located in the front office at Fochabers	The body worn video camera unit located in the front office at Fochabers is not responding and Officer's cannot assign a camera for use
18/01/2016	Banff Police Office	body worn cameras BNF-BWV- 2037594	The software for the body worn cameras attached to the main computer within the sergeant's office will not operate or open. The cameras are displaying two solid lights on top and cannot be signed out to officers.
19/01/2016	Forres Police Office	Body Worn Cameras DVD Issue	The BWV cameras are working and recording however the computer is not setup to burn DVDs.
25/01/2016	Danestone	Unable to access Video Manager	For all users when accessing the video manager for the Body Worn Cameras at Danestone Police Office the following error appears. "Unable to connect to the video Manger service. The service does not appear to be running." I have gone through the connection help which has not fixed the problem and the next advice is to contact support team.
07/02/2016	Nelson Street	Body Worn Video camera	Unable to assign a Body Worn Video camera
12/02/2016	Rosemount (Aberdeen)	BWV is not currently working at Rosemount RMT-BWV-1521RV2	Unfortunately the BWV is not currently working at Rosemount.
14/02/2016	Manor Park	Body Worn Camera system is not allowing cameras to be issued	Body Worn Camera system is not allowing cameras to be issued.
16/02/2016	Tillydrone		I can now log on to this program. However - on logging on, 9 devices are shown on the screen. The status of 8 are 'Unknown' and the status of 1 is 'In use by 1418'. The tab 'Assign Device' is greyed out meaning they cannot be issued to any officer.
17/02/2016	Peterhead Police Office	Body Worn Video system	The Body Worn Video system located within the Sergeant's Office at Peterhead Police Office no longer allows the user to 'book out' a Body Worn Camera device. Instead, an error message is displayed. Also, the two banks into which each device can be plugged in order to charge/download footage is faulty with only one bank being able to function at any one time
22/02/2016	Banff Police Office	Body worn video error message	Body worn video error message when trying to log on. Error: Unable to connect to the video manager service, the service does not appear to be running.

22/02/2016	Rosemount (Aberdeen)	RMT-BWV-1521RV2 - BWV (Video Manager) is not working again.	BWV ( Video Manager) is not working again.
22/02/2016	Rosemount	BWV	( XXXX video manager). The computer is XXXX XXXX XXXX
29/02/2016	Nelson Street	BWV system error	The BWV Station in the Road Policing Muster Room at Nelson Street is not connecting. When opening the application it says, 'Unable to connect to the Video Manager service. The service does not appear to be running.'
01/03/2016	Bucksburn Police Office	Docking station for body worn cameras	Docking station for body worn cameras not working. Does not charge the cameras. Also cameras xxxxxxxx & xxxxxxxx not working
04/03/2016	Huntly Police Office	Body worn video not working	Body worn video system in Sergeant's Office, Huntly not working. Giving error message every time attempts are made to log on.
04/03/2016	Rosemount (Aberdeen)	Issue with video manager	( Video manage). Can this issue be rectified as soon as possible please. There are notes stuck on the computer advising all staff not to use the computer except with the sole purpose of booking out BWV and thereafter logging off and not rebooting the machine. ( Should that be the problem)
07/03/2016	Inverurie Police Office	BWV faulty	Body Worn Camera Equipment at Inverurie is not working.
12/03/2016	Banff Police Office	BWC showing error msg. Service doesn't appear to be running.	The Body Worn Camera programme connected to asset number xxxxx and computer name xxxxx is showing error message "Unable to connect to the Video Manager service. The service does not appear to be running." This appears to be a frequent issue when the computer is either not logged off or shut down correctly. The cameras cannot be logged out or footage viewed.
24/03/2016	Whinhill	Fault with the body worn camera machine	BWC system comes up with following message when trying to log on Unable to connect to the Video Manager service. The service does not appear to be running.
25/03/2016	Banff Police Office	BWV Camera System offline	BWV Camera System offline again. Cannot get logged on to allocate cameras.
26/03/2016	Nelson Street	Body Worn Video issue	The Body Worn Video station is not connecting to the computer and when you try to log in, it displays the message, "Unable to connect to the Video Manager service. The service does not appear to be running." I have checked all the connections and they appear ok.
28/03/2016	Rosemount (Aberdeen)	Body Worn Video	Video manager. Can this issue be rectified as soon as possible please. Unable to log on - states not available. Many thanks. There are notes stuck on the computer advising all staff not to use the computer except with the sole purpose of booking out BWV and thereafter logging off and not rebooting the machine. ( Should that be the problem)
02/04/2016	Huntly Police Office	Body worn video system in Sergeant's Office, Huntly not working	Body worn video system in Sergeant's Office, Huntly not working. Giving error message every time attempts are made to log on. The BWV has not been working for about a week but the computer itself appears fine. video manager showing as 'frozen' with 5 errors stating 'problems with file space'.
09/04/2016	Rosemount (Aberdeen)	Body Worn Video system not connecting	Body Worn Video system not connecting and allowing cameras to be logged out. Continual fault.
10/04/2016	Tillydrone	PC crashes when trying to access the Body Worn Video app	Once logged on to the PC connected to the Body Worn Video equipment, the program to manage the cameras will not open and crashes immediately. We have switched all components off and on again, carried out a reboot of the hard drive for the BWV and, reboot of the PC. It still doesn't work.
12/04/2016	Manor Park	Body worn video application is not working	Body worn video application is not working preventing cameras from being issued or footage being
18/04/2016	Fraserburgh Police Office	Body Worn Cameras won't allow cameras to be allocated to officers	The Body Worn Cameras application will not allow for the cameras to be allocated to officers.
30/04/2016	Lossiemouth Police Office	Body worn video camera unit	The body worn video camera unit connected to xxxxx at Lossiemouth Police Office is not working and cameras cannot be signed out.
05/05/2016	Stonehaven Police Office	XXXXXXXX. Body Worn Video camera application and connection	Problem with the Body Worn Video camera application and connection. The issues would be that sometimes the device does not connect to the portal and when you do get connected the 7 cameras within the charging cradle are showing on the application screen when connected that it cannot download. One or more file spaces are broken
07/05/2016	Lossiemouth Police Office	BWV Camera not operating.	Body worn video camera unit attached to XXXXXXXX not operating.

14/05/2016	Stonehaven Police Office	The body worn cameras are not affiliating to the docking station	The body worn cameras are not affiliating to the docking station XXXXXXXX
17/05/2016	Banff Police Office	Body Worn Camera's software	The software for the Body Worn Camera's is playing up again.
19/05/2016	Queen Street	Body Worn Cameras from AVRU Queen St	Not able to log out Body Worn Cameras from AVRU Queen Street Office. Fault showing as 'Cannot download/one or more file space broken'. 8 cameras faulty.
20/05/2016	Rosemount (Aberdeen)	The body worn cameras, not working	The body worn cameras at Rosemount Police Office are again not working. This is an ongoing problem of which IT staff are aware and can quickly fix it remotely - when they are advised.
29/05/2016	Tillydrone	Body worn CCTV not connect to video manager	Video Manager programme on desktop PC for assigning body worn video camera's not working, when loading up brings up message 'Unable to connect to the Video Manager service. The service does not appear to be running.'
01/06/2016	Aboyne Police Office	Body Worn camera	Body Worn camera software isn't connecting to the server "Cannot connect to service. Unable to connect to the video manager service. Service does not appear to be running"
01/06/2016	Rosemount (Aberdeen)	body worn cameras at Rosemount Police Office are again not working	The body worn cameras at Rosemount Police Office are again not working. This is an ongoing problem of which IT staff are aware and can quickly fix it remotely - when they are advised. The message displays "Unable to connect to the Video Manager service. The service does not appear to be running."
01/06/2016	Elion	Body worn video issue	Body worn CCTV dock not working within Elion Sgt's office. Application is not allowing cameras to be logged out.
05/06/2016	Inverurie Police Office	Video Manager	Video Manager - Inveurie This is not currently functioning correctly with the following error message being displayed. "Unable to connect to the Video Manager service. The service does not appear to be running."
13/06/2016	Manor Park	" " application that controls body worn video cameras	" " application that controls body worn video cameras is not connecting to the server.
13/06/2016	Manor Park	" application that controls body worn video cameras	application that controls body worn video cameras is not connecting to the server.
18/06/2016	Rosemount (Aberdeen)	body worn cameras unable to connect to the video manager	The body worn cameras at Rosemount Police Office are again not working. This may be part of an ongoing problem of which IT staff are aware and can quickly fix it remotely - when they are advised. The message displays "Unable to connect to the Video Manager service. The service does not appear to be running.
22/06/2016	Aboyne Police Office	Body worn video cameras at Aboyne	The Body worn video cameras at Aboyne office are constantly beeping and they display a message about being unable to download and one or more of the storage devices being broken therefore they can't be allocated for use.
29/06/2016	Queen Street	BWV Error	Body Worn Video cameras are not downloading to the computer and therefore are unable to be logged out. The green lights are flashing on the cameras whilst connected to the docking station so it simply appears to be some form of connection issue.
30/06/2016	Nigg	Body worn camera errors	Unable to use Body Worn Video system. When logging in system will only occasionally open up. When it does so no cameras can be accessed and the message one or more file spaces are broken is displayed. Also historic saved videos cannot be accessed for the same reason.
02/07/2016	Nelson Street	Video Manager program	Video Manager program will not create a DVD from the downloaded footage. The programme has created a warning Automatic Backup failure - The automatic background task has failed when attempting to back up this file. Please contact your support team for assistance.
05/07/2016	Queen Street	Body Worn Camera fault	Unable to log into BWC station at Queen Street Muster Room, Aberdeen. Error message appears but does know what it says.
11/07/2016	Banff Police Office	Body Worn Cameras are showing constant continuous green lights	Body Worn Cameras are showing constant continuous green lights and the software will not permit the cameras to be signed off.
12/07/2016	Fraserburgh Police Office	Fraserburgh Body worn video	The body worn video system based at Fraserburgh Police Office is inoperative. All camera are in the charging base but none are registering as being there and no footage can be accessed. We have re-set the system but still nothing
12/07/2016	Fraserburgh Police Office	Body worn video	The body worn video system based at Fraserburgh Police Office is inoperative. All camera are in the charging base but none are registering as being there and no footage can be accessed. We have re-set the system but still nothing

17/07/2016	Queen Street	Unable to view Body Worn Camera Footage	I am not able to view any footage downloaded from Body Worn Video cameras
19/07/2016	Stonehaven Police Office	Problems with video manager	Problems with video manager computer program as after logging on it does not recognise any of the body worn video cameras within the docking station which prevents them being issues to an officer.
20/07/2016	Queen Street	The body worn camera docking station will not let any cameras be logged out.	The body worn camera docking station will not let any cameras be logged out.
21/07/2016	Mastrick	Body worn video cameras will not sign out	Body worn video cameras will not sign out. Details of error are below. Also there are two broken cameras. XXXXXX + XXXXX Error: "cannot download. One or more file spaces are broken"
22/07/2016	Banff Police Office	Issues with the body worn camera software	The body worn camera software will not permit the issue or allocation of the cameras
22/07/2016	Queen Street	BWV issue	Constables and Sergeants are not able to view or download videos recorded on the Video Manager system. Body worn video cameras appear able to upload their content onto the system but the footage cannot then be saved as an incident, be watched, or downloaded.
25/07/2016	Lossiemouth Police Office	body worn video camera	Lossiemouth body worn video camera unit not operating. Camera's cannot be signed out
29/07/2016	Lossiemouth Police Office	Body worn video camera unit - Lossiemouth	Body worn video camera unit is once again not operating and no camera can be issued to Officers
29/07/2016	Fochabers Police Office	body worn video camera	The body worn video camera unit at Fochabers Police Office is not operating and no camera can be issued out to Officers.
03/08/2016	Torry Police Station	Body worn camera issue	Body Worn Cameras not working whereby it is showing messages such as 'Unknown' and 'Cannot download. One or more file spaces are broken.'
06/08/2016	Aboyne Police Office	BWV cameras at Aboyne - Unable to connect to the video manager service	The BWV cameras at Aboyne give the message 'Unable to connect to the video manager service. The service does not appear to be running.' I have tried the reconnect button several times with no change.
11/08/2016	Stonehaven Police Office	body worn cameras at Stonehaven are unable to be assigned to any officers	The body worn cameras at Stonehaven are unable to be assigned to any officers as after logging on to the screen where all cameras can be assigned it shows the following: Cannot Download. One or more files spaces are broken.
14/08/2016	Banff Police Office	Body worn camera software	The body worn camera software has stopped working. The cameras are showing steady and content green lights on top and the software will not allow you to sign the cameras out to officers.
15/08/2016	Lossiemouth Police Office	Body worn video camera unit	Body worn video camera unit not operating and Officer's unable to sign out camera for use. This is a recurring issue.
16/08/2016	Whinhill	Body worn video cameras	Body worn video cameras - Users are unable the Video Manager - Unable to connect to the service
17/08/2016	Queen Street	body worn camera system is failing to connect and log on	The body worn camera system is failing to connect and log on. We cannot log any BWV cameras out.
18/08/2016	Manor Park	body worn camera systems at XXXXXX not loading	The body worn camera systems at XXXXXX Police office, not loading and is not allowing any sign in.
24/08/2016	Queen Street	BWV CCTV system in the city centre muster room at Queen Street	The BWV CCTV system in the city centre muster room at Queen Street is faulty. It is not possible to access the system.
30/08/2016	Queen Street	Body Worn cameras unable to sign out camera	Body Worn Video cameras situated at muster room, Queen Street, Aberdeen. Unable to sign out cameras from base stations.
31/08/2016	Ellon Police Station	Body Worn Cameras - Error initialising application data directory	We are unable to access the application controlling our body worn cameras. The program will not allow anyone to log on therefore rendering all the cameras unusable. Error initialising application data directory
05/09/2016	Whinhill	Body Worn Video system	I am emailing to advise that the Body Worn Video system at Whinhill Police Office, Whinhill Road, Aberdeen is currently out of order; officers are unable to log onto the system and thereafter log cameras out.
05/09/2016	Elgin Police Office	XXXXXXXXXX Body Worn Camera pc - Delete Error appears	Body Worn Camera pc - Delete Error appears & cant log out of any individual cameras?
06/09/2016	Tillydrone	Body worn software "unable to utilise BMV"	Video Manager desktop icon displaying following message so unable to access to utilise BWV Unable to connect to the Video Manager service. The service does not appear to be running

07/09/2016	Inverurie Police Office	Body worn video camera equipment	Body worn video camera equipment is not communicating with computer it is attached to here at Inverurie error message below. When clicking 'OK' re the below error message the BWVC system shuts.
08/09/2016	Banff Police Office	The BWV software has locked up on the Sergeants computer	The BWV software has locked up on the Sergeants computer and as such no cameras can be allocated out to officers.
17/09/2016	Fochabers Police Office	body worn video camera unit	Fochabers body worn video camera unit not operating and Officer's cannot sign out cameras.
21/09/2016	Rosemount (Aberdeen)	cannot log in to the Video Manager	This is a recurring fault which Aberdeen based ICT staff are aware. I cannot log in to the Video Manager for body worn cameras. The message displays 'Unable to connect to the Video Manager service. The service does not appear to be running.'
25/09/2016	Inverurie Police Office	Body worn camera software not loading	" " body worn camera program does not load correctly. An error message is displayed (as below). I have checked the physical connection and all is in order. Every other program on this computer is functional.
25/09/2016	Bucksburn Police Office	body worn cameras not connecting	The fault is with Body Worn Video cameras within Bucksburn Police Office. None of the camera's docks appear to be connecting the the computer.
04/10/2016	Stonehaven Police Office	BWV cameras cannot be downloaded - Stonehaven	BWV cameras cannot be downloaded on to the server and the footage previously recorded on the server cannot be accessed.
07/10/2016	Aboyne Police Office	Body Worn Cameras App - Unable to connect	Currently unable to open the application to allow issue of Body Worn Video cameras. Message indicates the system is unable to connect.
07/10/2016	Queen Street	Body worn camera - Unable to login?	Again the body worn camera system will not allow cameras to be logged out
09/10/2016	Bucksburn Police Office	Issue trying to log onto Body Worn Video	Issue trying to log onto Body Worn Video
18/10/2016	Lossiemouth Police Office	Body worn camera not working - Lossiemouth	BWVC unit not working and cameras cannot be issued. Thank you. Camera unit is not allowing user to sign in and all lights on cameras are green and solid.
18/10/2016	Aberdeen Airport	Body worn camera not connect	The Body Worn Video system at Aberdeen Airport Police Office (attached to AIR-OFF 1 terminal) is not connecting.
19/10/2016	Queen Street	Downloading issue with body worn camera	The body worn camera system appears to have not downloaded anything since 9 October 2016. Or we are unable to access any downloads from this date.
23/10/2016	Aboyne Police Office	The body worn cameras are not working	The body worn cameras are not working
23/10/2016	Tillydrone	Body Worn Video	The ' Video Manager' programme for Body Worn Video (BWV) not operating, can log in but below error message appears so unable to take out BWV.
25/10/2016	Rosemount (Aberdeen)	Body worn camera fault	Body worn camera fault
26/10/2016	Mastrick	Body Worn Cameras	Four of Mastricks Body Worn Cameras are registered out to Officers on the system and when returned to the docking station it comes up with a message saying USB not recognised
30/10/2016	Danestone	Cannot not log onto Video Manager to log out a body worn camera.	Cannot not log onto Video Manager to log out a body worn camera. Also three body worn cameras out of the five we have are not working.
08/11/2016	Torry Police Station	Body worn camera software issue	Body worn video, all connected to one PC. My video manager, assign to self. Local service has frozen (5 warnings). Files spaces are broken. Automatic backup failure, and filesapce error. XXXXXXXXX
10/11/2016	Lossiemouth Police Office	Body Worn Video	Body Worn Video PC at Lossiemouth not working, 'unable to connect to the video manager service the service does not appear to be running'.
16/11/2016	Banff Police Office	Body Worn Camera software	The Body Worn Camera software has jammed up again. The software opens and lets you go to the main screen but none of the cameras can be signed out, none are shown as available for allocation.
18/11/2016	Fraserburgh Police Office	Video system unable to connect	Video Manager system unable to connect to service therefore body worn cameras are unable to be used
28/11/2016	Braemar	Body Worn camera	Charger cable for my body worn camera is u/s. The wires for parted from the adaptor.
01/12/2016	Aboyne Police Office	BWV at is not working	The BWV at is not working again, on previous occasions the suggestion was to switch the NAS drive off/on but we can't get access to this.
03/12/2016	Kittybrewster Police Office	Body Worn Camera	Unable to log cameras back onto the system
03/12/2016	Nelson Street	Unable to assign BWV camera.	I am unable to assign a BWV camera.
03/12/2016	Mounted Branch	No audio on footage from body worn camera	User is trying to play footage from her body worn cut device but is not getting any audio.

07/12/2016	Queen Street	BWC Units faulty	The Body Worn camera base units in the City Centre muster room, Queen Street, Aberdeen are temperamental with a lot of the units apparently not connecting or seemingly unable to be allocated.
07/12/2016	Fraserburgh Police Office	Kickfast connector on Body Worn Camera Serial Number	Kickfast connector on Body Worn Camera Serial Number XXXXXXXX, which allows it to be connected and carried on body armour has broken.
08/12/2016	Queen Street	body worn camera	Our body worn video system has stopped working and will not allow you to log a camera out
11/12/2016	Aberdeen Airport	Body worn camera issue	Issue with the Body Worn Video system on terminal XXXXXX Message appears as follows when trying to log on to burn off footage- There is an unexpected error during the Service initialisation Unable to unlock the folder - is there another application using it? Please contact your support team for more information. Error initialising application data directory
12/12/2016	Tillydrone	Video Manager Error	Video Manager icon loading up and showing error message as shown below.
14/12/2016	Stonehaven Police Office	The Body Worn Video software is not working	The Body Worn Video software is not working
14/12/2016	Aboyne Police Office	Body Worn Video	The BWV is not operating
14/12/2016	Aboyne	Body Worn Video	The BWV is not operating again!
17/12/2016	Rosemount (Aberdeen)	Body Worn Video system is not working.	Body Worn Video system is not working.
20/12/2016	Stonehaven Police Office	Body worn cameras are not affiliating to the docking station	Body worn cameras are not affiliating to the docking station
20/12/2016	Drumchapel Police Office	Body Worn Camera - Video Manager Issues	User reports an issue with the system for body worn cameras. Laptop used for the cameras is continually displaying "Internal error" when trying to access Video Manager.
27/12/2016	Fochabers Police Office	body worn video camera unit at Fochabers is not operating	body worn video camera unit at Fochabers is not operating
29/12/2016	Rosemount (Aberdeen)	Fault with Rosemount Police Office Body Worn Camera System	Fault with Rosemount Police Office Body Worn Camera System. Error message states that user cannot be logged in.
29/12/2016	Queen Street	Video manager	When logging on to the Video manager for Body Worn Videos, there is 9 BWV camera's plugged in however none are available in the application to log out as all say 'In use by (shoulder number) or don't appear in the list of cameras at all. Is it possible to have the system set up again so all show and all are available?
30/12/2016	Drumchapel Police Office	Body Worn Camera - Video Manager Issues	User reports an issue with the system for body worn cameras. Laptop used for the cameras is continually displaying "Internal error" when trying to access Video Manager.
01/01/2017	Banff Police Office	Body Worn Video system at Banff Police Office not working	Body Worn Video system at Banff Police Office not working Unable to connect to the Video Manager service.
12/01/2017	Rosemount (Aberdeen)	Unable to connect to the Video Manager service	Cannot log on to BWV cameras to log them out. Video manager system is inoperative. IT in Aberdeen are very familiar with this ongoing problem and quickly fix it when they are advised.
13/01/2017	Kittybrewster Police Office	Body Worn cameras	The Body Worn Camera system is out of operation due to the fact that cameras cannot be assigned to any officer and the cameras returned to the docking station are showing as being assigned to Officers despite previously being cleared
13/01/2017	Nigg	XXXXXX (camera name)	BWV computer in Sgt office will not burn off footage with sound. Sound exist on playback when viewed from computer but not on subsequent discs.
13/01/2017	Elgin Police Office	Body worn camera (XXXXXX) has the click fast clip broken from it and is unusable	Body worn camera (XXXXXX) has the click fast clip broken from it and is unusable. Body worn camera (XXXXXX) is not connecting to the docking station. Currently logged out to a user and unusable by any other user.
17/01/2017	Turriff Police Office	BWV nas not connecting	BWV is switched of. Site visit required to switch back on.
19/01/2017	Forres Police Office	Body Worn Cameras DVD Issue	The BWV cameras are working and recording however the computer is not setup to burn DVDs.
24/01/2017	Rosemount (Aberdeen)	Body Worn Video is not working	Body Worn Video is not working. Cannot log on to book them out. There is an ongoing issue with the BWV where it regularly does not work and IT in Aberdeen usually manage to fix it remotely very quickly on being advised.
28/01/2017	Tillydrone	Video Manager, issue	video manager desktop icon not working
01/02/2017	Queen Street	The body worn camera system is faulty again	The body worn camera system is faulty again and is showing 'Cannot download. One or more files spaces are broken

<b>06/02/2017</b>	Rosemount (Aberdeen)	Cannot log out BWV	Cannot log out BWV - This is a recurring problem routinely fixed remotely by ICT based at Aberdeen.
<b>19/02/2017</b>	Lossiemouth Police Office	BWVC unit not operating Lossiemouth	BWVC unit not operating and allowing cameras to be issued
<b>22/02/2017</b>	Banff Police Office	Body worn camera	Body worn camera software has frozen out and will not allow us to sign cameras out to officers.
<b>14/12/2017</b>	Torry Police Station	Body Worn Video issues	Body Worn Video not working. It is showing the cameras as 'unknown' which means we cannot sign a camera out and it is not allowing any footage from already out cameras to be downloaded or cameras to be signed back in